MORRIS COUNTY LIBRARY: Service Survey 2002

http://www.gti.net/mocolib1

November 20—December 20, 2002

617 total replies	IN-HOUSE	513	ONLINE	104	TOTAL		
What classes would you like the library to teach?					810		
Consumer info	85	13.3%	27	27.6%	112	13.8%	
Homework	74	11.6%	24	24.5%	98	12.1%	
Business info	76	11.9%	32	32.7%	108	13.3%	
Surfing the Net	196	30.7%	18	18.4%	214	26.4%	
Library databases	182	28.5%	60	61.2%	242	29.9%	
Other	26	4.1%	10	10.2%	36	4.4%	
Which departments do you visit?					906		
Reader services	239	30.9%	52	60.5%	291	32.1%	
Reference	179	23.1%	44	51.2%	223	24.6%	
Childrens	130	16.8%	11	12.8%	141	15.6%	
Music/video	226	29.2%	25	29.1%	251	27.7%	
If you can't come in, how do you want to reach reference?					821		
Phone	357	51.6%	45	51.1%	402	49.0%	
E-mail	262	37.9%	69	78.4%	331	40.3%	
Fax	23	3.3%	1	1.1%	24	2.9%	
Chat	50	7.2%	14	15.9%	64	7.8%	
When did you last visit the library?					606		
Last week	357	69.7%	28	31.1%	385	63.5%	
Last month	121	23.6%	29	32.2%	150	24.8%	
Last year	9	1.8%	17	18.9%	26	4.3%	
Not since renovation (2yrs)	19	3.7%	9	10.0%	28	4.6%	
Never	10	2.0%	7	7.8%	17	2.8%	

NOTES:
Not all questions answered
by all survey respondents
Percent is of those answering
Q 1-3 multiple choice(s)
ASL videos = Rowley Am Sign Language
video collection
2 of 106 online replies discarded
See also narrative and comments

Did you know the library had/offered?

	Yes	No	Yes	No	ALL Y	ALL N	% No
Public mtg rooms	182	331	35	50	217	381	63.7%
Remote databases	222	300	35	50	257	350	57.7%
ASL video collection	283	234	19	63	302	297	49.6%
Word processing stations	299	294	36	50	335	344	50.7%
Internet access	277	230	47	37	324	267	45.2%
Assistive devices	144	340	28	57	172	397	69.8%
Quiet study rooms	296	295	51	33	347	328	48.6%
Additional comments	114	22.2%	36	34.6%	150	24.3%	